

Greater Holyoke

187 High Street
Holyoke, MA 01040
(413) 536-8200 (V) (TDD)
(413) 533-5022 (FAX)

Belchertown, Chesterfield, Chicopee, Easthampton, Granby, Holyoke,
Ludlow, Middlefield, Monson, Northampton, Palmer, South Hadley,
Southampton, Ware, Westhampton, Worthington

Greater Lawrence

One Parker Street, 2nd Floor
South Lawrence, MA 01843
(978) 685-1731 (V) (TDD)
(978) 975-9907 (FAX)

Amesbury, Andover, Boxford, Byfield, Georgetown, Groveland, Haverhill,
Lawrence, Merrimack, Methuen, Newbury, Newburyport, North Andover,
Rowley, Salisbury, West Newbury, Essex, Gloucester, Hamilton,
Ipswich, Manchester, Rockport, Topsfield, Wareham, Beverly, Salem,
Peabody

Greater Lowell

325 Chelmsford Street, #4
Lowell, MA 01851
(978) 458-4544 (V) (TDD)
(978) 937-9879 (FAX)

Billerica, Chelmsford, Dracut, Dunstable, Lowell, Tewksbury, Tyngsboro,
and Westford

Greater Malden

157 Pleasant Street
Malden, MA 02148
(781) 324-7160 (V) (TDD)
(781) 388-9345 (FAX)

Everett, Malden, Medford, Melrose, North Reading, Reading, Stoneham,
and Wakefield

Exercising Your Rights

You may seek resolution of problems or disagreements about your rehabilitation services by contacting your counselor, counselor's supervisor, and/or the office manager. You have a right to appeal any action or inaction affecting your rehabilitation services. You must make a written request for appeal within 30 days of being notified of a change in or denial of services. You may also obtain help with resolving problems by contacting:

- The Massachusetts Rehabilitation Commission "Ombudsperson" by calling (617) 204-3603, toll free 1-800-245-6543, or writing
Massachusetts Rehabilitation Commission
27 Wormwood Street
Boston, MA 02210-1616.
- The Customer Relations Coordinator
Massachusetts Rehabilitation Commission
27 Wormwood Street
Boston, MA 02210-1616
or by calling (617) 204-3602.
- The Massachusetts Office on Disability, Consumer Assistance Program (617) 727-7440, toll free 1-800-322-2020, which may assist you in the appeals process and serve as your advocate.

***ANOTHER WAY TO VIEW THE MRC
VOCATIONAL REHABILITATION PROGRAM
PROCESS: FLOWCHART***

| MRC VOCATIONAL REHABILITATION PROGRAM PROCESS TO ENTER OR BE IN THE PROGRAM AS A CONSUMER | “SAFEGUARDS” FOR THE CONSUMER/RIGHTS OF THE CONSUMER |
|---|--|
| Referral to the MRC-Vocational Rehabilitation Program. | In the event you do not want to be referred, you do not have to move to the next stage: Application. |
| Orientation to the MRC-Vocational Rehabilitation Program. | If you find that the MRC Program is not for you, you can withdraw, any-time. |
| Application, by you, to the MRC-Vocational Rehabilitation Program. | You choose to apply. |
| Interview with an MRC-VR counselor to determine eligibility and gather information from you and answer your questions. | You can always request to speak to a Supervisor or the Area Director if you have an issue about which you feel your Counselor is not being helpful. |
| (If there is a question about your eligibility, you and your counselor can agree to extend the period for determining eligibility beyond sixty days.) | (Anywhere in the process, you can request advice and/or assistance from the Counselor’s Supervisor or from the MRC Ombudsperson and/or from the Mass. Office on Disability’s Client Assistance Program, if your VR counselor cannot be of assistance.) |

Greater Downtown Boston

59 Temple Place, Suite 905
Boston, MA 02111
(617) 357-8137 (V) (TDD)
(617) 482-5576 (FAX)

Back Bay, Beacon Hill, Charlestown, Chelsea, Dorchester, Downtown, East Boston, Kenmore Square, North End, Revere, South Boston, South End, West End, and Winthrop

Greater Fall River

170 Pleasant Street Room 300
Fall River, MA 02721
(508) 678-9041 (V) (TDD)
(508) 676-2734 (FAX)

Assonet, East Freetown, Fall River, Freetown, Somerset, Swansea, and Westport

Greater Fitchburg

76 Summer Street Room 330
Fitchburg, MA 01420
(978) 345-1713 (V) (TDD)
(978) 343-6949 (FAX)

Ashburnham, Ashby, Ayer, Barre, Berlin, Bolton, Clinton, Fitchburg, Gardner, Groton, Hardwick, Harvard, Hubbardston, Lancaster, Leominster, Lunenburg, New Braintree, Oakham, Pepperell, Princeton, Rutland, Shirley, Sterling, Templeton, Townsend, Westminster, and Winchendon

Greater Greenfield

238 Main Street
Greenfield, MA 01301
(413) 774-2326 (V) (TDD)
(413) 774-4654 (FAX)

Amherst, Ashfield, Athol, Bernardston, Buckland, Charlemont, Colrain, Conway, Cummington, Deerfield, Erving, Gill, Goshen, Greenfield, Hadley, Hatfield, Hawley, Heath, Leverett, Leydon, Monroe, Montague, New Salem, Northfield, Orange, Pelham, Petersham, Philipston, Plainfield, Rowe, Royalston, Shelburn, Shutesbury, Sunderland, Warwick, Wendall, Whately, and Williamsburg

APPENDIX D

MRC-VR AREA OFFICES

Listed below are the VR area offices and the towns and cities they cover. You may receive vocational rehabilitation services from any area office, even when the area office you choose is not listed as the service provider for the town or city where you live.

Greater Brockton

55 City Hall Plaza
Brockton, MA 02301
(508) 583-1530 (V)
(508) 580-9816 (TDD)
(508) 427-5788 (FAX)

Abington, Avon, Bridgewater, Brockton, East Bridgewater, Easton, Holbrook, Rockland, Stoughton, West Bridgewater, and Whitman

Greater Brookline

320 Washington Street, 2nd Floor
Brookline, MA 02445
(617) 739-9080 (V) (TDD)
(617) 232-9256 (FAX)

Allston, Brighton, Brookline, Jamaica Plain, Newton, and West Roxbury

Greater Cape & Islands

77 High School Road Ext.
Hyannis, MA 02601
(508) 862-6600 (V)
(508) 775-6173 (TDD)
(508) 790-4926 (FAX)

Barnstable, Bourndale, Bourne, Brewster, Buzzards Bay, Cataumet, Centerville, Chatham, Chilmark, Chilton, Cotuit, Dennis, Dennisport, East Sandwich, Edgartown, Falmouth, Forestdale, Gay Head, Gosnold, Harwich, Hyannis, Marston Mills, Mashpee, Monument Beach, Nantucket, Oak Bluffs, Orleans, Osterville, Pocasset, Provincetown, Sagamore, Sandwich, Teaticket, Tisbury, Truro, Wellfleet, West Barnstable, West Dennis, West Tisbury, Woods Hole, and Yarmouth

| | |
|--|--|
| Development of your Individual Plan for Employment (IPE) (formerly Individualized Written Rehabilitation Plan.) | This is the point where you have an employment goal and have prepared a list of services you think you need to attain entry level, part-time or full-time employment. If you desire to have an advocate and/or family member with you at this point in the process...or at any point in the process...just let your VR Counselor know that fact. |
| (You will be required to use a “comparable benefit” if one is available for the service(s) you seek from the MRC. like a college scholarship, if available.) | (If you and your VR Counselor disagree on your goal or the services to be placed, in writing, in your IPE, you have the right to Appeal.) |
| Activation of your IPE. | You can negotiate to amend your IPE. |
| You become “ready for employment”. | You have to agree to that fact. |
| You enter part or full time employment. | You can still rely on your VR Counselor for advice, job seeking assistance and for additional services, if you need more services. |
| You become a Graduate of the MRC Vocational Rehabilitation Program! | You may receive “post employment services” or reenter the Program to maintain or retain employment or to attain a new employment goal. |

APPENDIX A

REASONABLE ACCOMMODATION

Reasonable Accommodation: A change in your work situation based upon an agreement between the employer and employee with a disability, covering a necessary modification or assistive technology enabling the person to perform essential parts of the job.

Some persons with disabilities may need changes at their place of work that are reasonable for employers to provide. You can discuss what changes you may need to remain employed with your rehabilitation counselor.

What effect do your disabilities have which make it difficult for you to get or keep a job?

Are you currently taking any medications as a result of your disability (ies)? If yes, please list them below:

Do you use a cane, brace, wheelchair, hearing aid, or other assistive device? If yes, please specify:

Have you ever been told that you have Learning Disabilities or Attention Deficit Hyperactivity Disorder? When? By whom?

Please list any other information you think may be helpful to your counselor in assisting you to go to work.

APPENDIX C

VR CHECKLIST

Please fill out this checklist and bring it or a copy with you to your first appointment. Also bring the most current medical records which document your disability (ies). Thank you very much!

Name _____ Date _____

Address _____

Phone Number _____

Please indicate if you receive any of the following benefits:

Medicaid _____ Medicare _____ TAFDC _____

Food Stamps _____ Subsidized Housing _____ EAEDC _____

Workers Comp. _____ Blue Cross _____

Other Insurance or HMO/PPO _____

Social Security* SSI _____ SSDI _____ Both _____

*If you receive any of these benefits, please bring documentation with you to your first VR meeting.

Please list below the professionals who have treated you for your disabilities within the last 5 years:

| <u>Name</u> | <u>Address</u> | <u>Phone #</u> |
|-------------|----------------|----------------|
| _____ | _____ | _____ |
| _____ | _____ | _____ |
| _____ | _____ | _____ |
| _____ | _____ | _____ |

APPENDIX B

OTHER MRC SERVICES

Assistive Technology - is a service available to eligible consumers of the MRC-VR program who request an evaluation or equipment to assist them in functioning while in a training program leading to work, or at work, Assistive Technology is also available to eligible Community Services consumers to assist them as part of their independent living program. Devices may include computers, rehabilitation and assistive technology for daily living and/or employment.

Van Modification - is a service to MRC Vocational Rehabilitation Program consumers who are **ready** to enter work. The consumer usually has his/her own van which the MRC will modify so he/she is able to enter and exit the vehicle and to be a passenger or driver, in the case where he or she has a physical disability.

Home Modification - is for the MRC Vocational Rehabilitation and Community Services Program consumers who, based on their physical limitations, need modification to their residence in order to enter and exit and to have full access to the lavatory.

(For more detailed information call (617) 204-3855 (V) or (617) 204-3835 (TDD).)